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May 1, 2007

TO: Each Supervisor

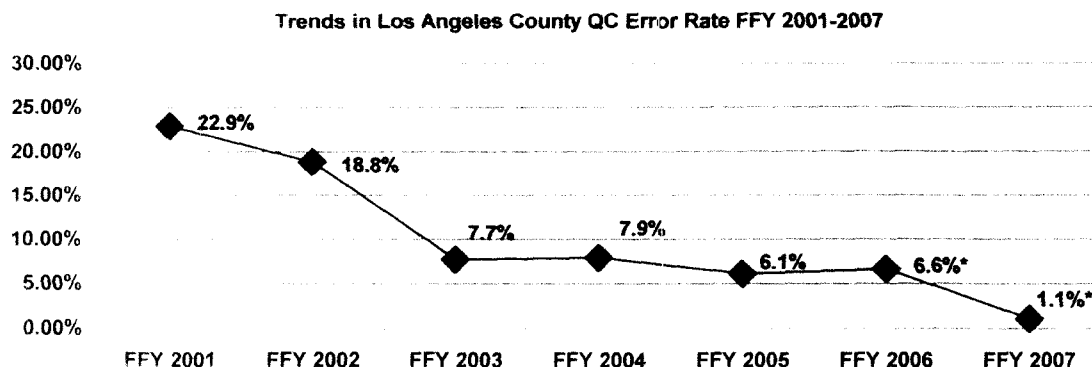
FROM: Philip L. Browning, Director

SUBJECT: **BOARD OF SUPERVISORS MOTION: L.A. COUNTY FOOD STAMP ERROR RATE PROGRESS REPORT (BOARD ORDER #38 – APRIL 24, 2001)**

This is to provide your Board with a quarterly progress report on the Los Angeles County Food Stamp error rate for the first three months of Federal Fiscal Year (FFY) 2007. Representatives from the Chief Administrative Office have reviewed and concur with the information in this report.

ERROR RATE

I am pleased to report that the Department's preliminary Quality Control (QC) error rate for FFY 2007 (October 2006 through December 2006) is 1.1%, reflecting an improvement of over 95.0% from FFY 2001. While the 1.1% represents results from only the first quarter of FFY 2007, it is the best performance in the history of our food stamp program. The chart below reflects the Department's annual cumulative Food Stamp error rate over the past six federal fiscal years, as well as the first three months for FFY 2007.



Source: State Quality Control System Reports
* Preliminary

DPSS continues to monitor internal payment accuracy through Quality Assurance reviews conducted on a monthly basis in each district office, and the offices are ranked based on these reviews (see attachment). District managers are held accountable for their error rate performance using the DPSS Stats Program.

CORRECTIVE ACTION ACTIVITIES UNDERWAY

In the report of February 1, 2007, your Board was informed that the Department has implemented a number of additional corrective action activities to aid in reducing the participant error rate. The Department is also partnering with the State on presentations to eligibility staff to heighten awareness of payment accuracy. The presentations are targeted to begin in mid-May 2007.

New corrective actions in progress to reinforce policy and eliminate error prone areas include development of the following:

- Training on how to correctly process sponsors of non-citizens
- Convening a conference for line and support staff to collaborate and further improve partnership on payment accuracy
- Creating flip charts to use in interviewing participants to accurately inform participants of their rights and responsibilities
- Revising annual training on fraud prevention
- Training on household composition and shelter.

DPSS has made significant improvements in reducing the Food Stamp error rate over the last four years. We will continue in our efforts to sustain a low error rate during FFY 2007. The next Food Stamp progress report will be submitted to your Board in July 2007, if you wish to continue receiving this information.

PLB:ps

Attachment

- c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Auditor-Controller

LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
 Research, Evaluation and Quality Assurance Division
 Quality Assurance Program Review
 Agency Only Food Stamp Payment Error Rates by District

October 2006 through February 2007

	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007		Position
GR SPECIALIZED DISTRICTS							
South Special	0.00%	0.00%	0.22%	0.00%	0.00%		1
Civic Center	0.00%	0.00%	0.43%	0.00%	0.00%		2
Wilshire Special	0.66%	1.69%	0.40%	0.00%	0.33%		3
Metro Special	0.67%	2.99%	0.57%	1.18%	0.93%		4
Rancho Park	3.59%	0.00%	0.94%	0.47%	1.15%		5
Southwest Special	0.94%	1.98%	2.10%	2.11%	1.07%		6
ALL OTHER DISTRICTS							
Paramount	0.00%	2.20%	0.96%	0.42%	0.23%		1
Cudahy	0.23%	1.20%	1.04%	1.82%	0.62%		2
El Monte	0.46%	0.00%	0.00%	0.00%	5.29%		3**
West Valley	0.99%	2.76%	1.13%	0.55%	0.00%		3**
Norwalk	3.69%	0.00%	1.64%	0.00%	0.28%		4
Belvedere	1.63%	2.89%	0.80%	0.65%	1.66%		5
Exposition Park	1.47%	0.46%	1.14%	0.41%	4.41%		6
Metro North	1.00%	0.27%	2.86%	2.04%	1.83%		7
Metro Family	0.37%	4.79%	0.75%	1.04%	1.59%		8
Lincoln Heights	0.58%	1.85%	0.28%	2.37%	3.30%		9
Florence	2.46%	0.48%	2.03%	1.50%	2.97%		10
Glendale	2.35%	0.33%	2.89%	1.20%	2.71%		11
West Los Angeles	3.22%	0.74%	1.65%	3.27%	0.76%		12
South Family	1.55%	2.32%	1.94%	2.81%	1.21%		13
East Valley*	2.06%	3.24%	2.13%	2.59%	2.48%		14
Pasadena	0.55%	2.10%	3.20%	4.41%	0.95%		15
San Gabriel Valley	1.96%	0.65%	4.03%	0.51%	4.26%		16
Compton	1.22%	5.30%	1.13%	3.23%	2.56%		17
Lancaster	3.02%	3.45%	1.46%	2.19%	4.17%		18
Metro East	6.99%	1.28%	0.89%	1.91%	3.51%		19
South Central	3.43%	4.28%	3.34%	1.34%	2.96%		20
Southwest Family	6.86%	2.21%	1.67%	2.29%	4.33%		21
Pomona	1.18%	2.26%	5.45%	6.15%	4.11%		22
Total	2.00%	2.07%	1.79%	1.77%	2.32%		

*Includes branch offices

**Placement of districts is in alphabetical order tie in accuracy rate